



# CSR REPORT

## 2019



#CSR\_AMI

[www.ami-ingredients.fr](http://www.ami-ingredients.fr)



## A MESSAGE FROM THE CEO

“

In our company, societal challenges have long been at the heart of our concerns. Our desire has always been to adopt a virtuous corporate approach, one that does not dissociate our economic development from the management of our impact on our employees and our environment in the broadest sense. This is why, since 2014, we have been committed to a structured CSR approach that has helped us to gradually make these values tangible in the form of specific actions to be followed on a daily basis.

In 2019, our approach accelerated with the creation of the CSR working group, formed by willing staff who wished to invest in the transformation of their company. This led to a new dynamic and an expansion of CSR within AMI Ingredients.

I hope you enjoy reading this report summarising all our current commitments and initiatives. The rest is down to AMI's 53 employees, our customers and all the business partners who support us.

Jean-Marc VENIN, CEO of AMI INGREDIENTS

”

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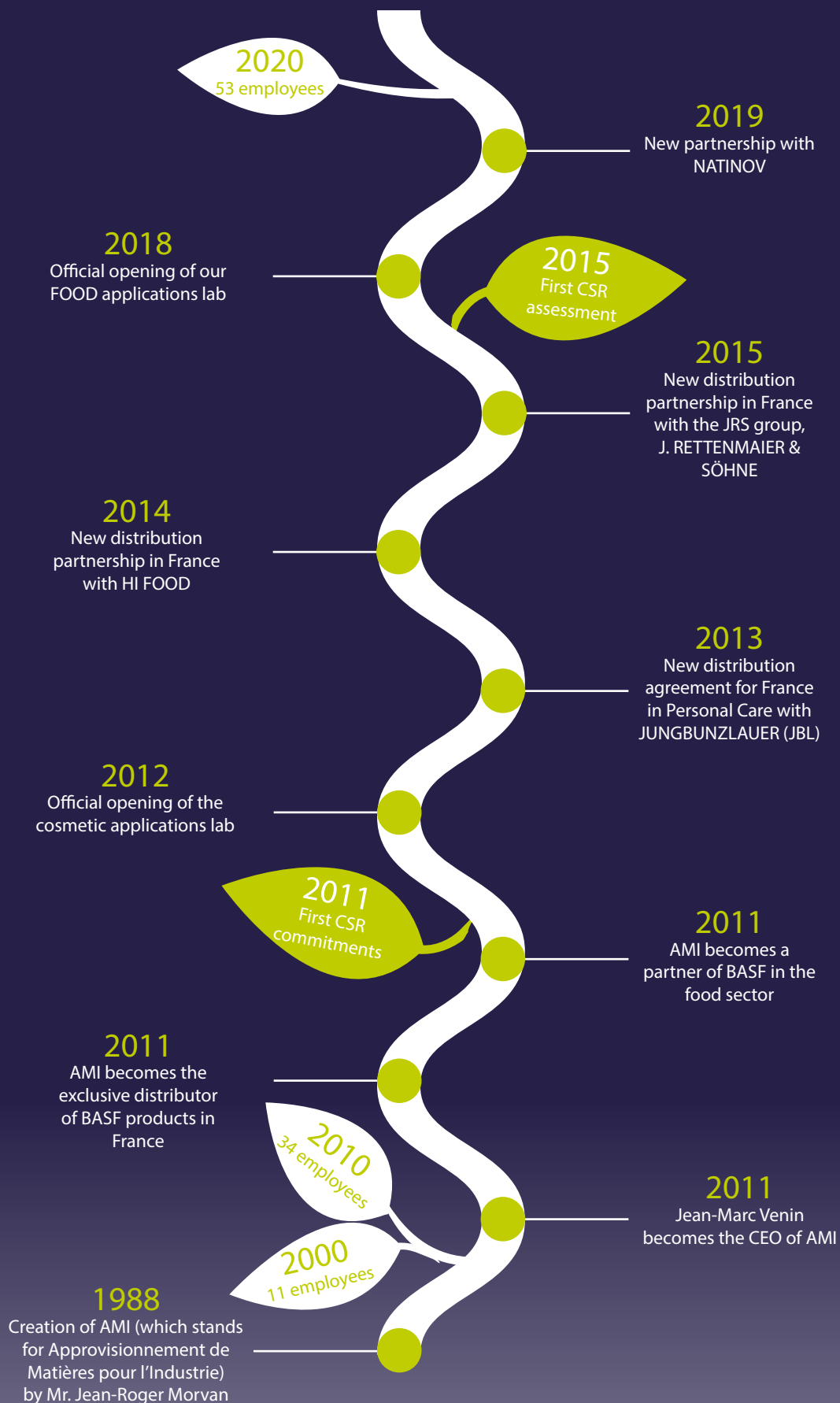
# 05 KEY MOMENTS 2019

# 06 AND FOR 2020?



# GET TO KNOW US

## A. OUR KEY DATES



WE GAVE THE FLOOR TO OUR STAFF...  
WHAT IS CSR FOR YOU?  
HOW DO YOU INTEGRATE IT AT AMI INGREDIENTS ON A DAILY BASIS?

Dominique GIRAUD - *Logistics director*

« For me, CSR is a framework that includes an overall focus on the environment, sustainable development, company life, customer satisfaction and staff management. In my department, CSR involves sorting our waste (cardboard, plastic, paper, wood, etc.), managing the lighting in the logistics warehouses and offices, and controlling the heating and air conditioning. A reduction in our use of printer paper and the integration of EDM, which will come into effect in the weeks to come. It also involves all the arrangements already in place at workstations as well as those to come (ongoing acquisition of lifting equipment to facilitate the handling of bags, buckets, barrels, firkins, drums, etc.) »



Éloïse ALAIS - *Head of the Cosmetics Applications Laboratory*

« For me, CSR is, first and foremost, respect between colleagues, but also respect for our customers and service providers, not forgetting respect for the environment, where every small gesture counts. In CSR, the development of employees is taken into account in order to do quality work while having the least possible impact on our environment. At AMI, corporate social responsibility is part of the quest for process optimisation in order to facilitate daily work through investing in service quality: for the cosmetics application laboratory, it is important to develop stable and fully developed products, as if they were going to be put on the market. We are being vigilant about our environmental footprint (use of towels and cloths instead of paper towels, lights off when no one is in the lab, management of the product sample library to avoid waste...). »



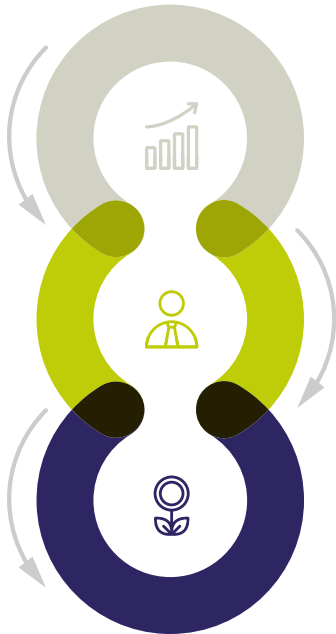
## B. OUR VALUES

AMI Ingredients is a distributor specialising in ingredients for industries associated with well-being (cosmetics, food and pharmaceuticals).

### THESE ARE THE VALUES WE STAND FOR:

- Ethics
- Leading by example
- Respect for others and team spirit
- Environmental respect

These values are reflected in the company's approaches and corporate governance.



### ECONOMIC

AMI Ingredients has drawn up a growth strategy that puts long-lasting relationships with its partners first and it wishes to set itself apart through the quality and diversity of its product and service range, expertise and operational excellence.

### CORPORATE

To do so, a continuous improvement initiative has been put in place throughout the whole company, driven by a management system that all staff must follow every day.

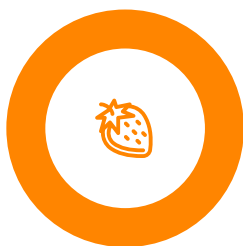
### ENVIRONMENTAL

AMI Ingredients is also committed to multiple long-term actions aiming to reconcile its economic development and values: promotion of natural ingredients, derived from green chemistry or plants chemistry, optimal resource management, implementation of new methods of management, etc.

In a bid to be held accountable for its actions to all its stakeholders, AMI Ingredients has formalised all its commitments in a structured and duly evaluated CSR initiative.

## C. OUR MARKETS

Our markets and core activity ... echo trends.



### FOOD

Raw materials and formulas:  
• CLEAN LABEL  
• Vegetarian  
• VEGAN - ORGANIC

NUTRISCORE calculation for new recipes where appropriate



### COSMETICS

Raw materials (COSMOS and ORGANIC)  
Raw materials (RSPO: expansion of MB grade purchases)

New sulfate-free application developments

Systematic calculation of the natural origin (ISO 16128) of raw materials and orientation formulations



### INDUSTRY

RSPO MB-grade fatty acids

Palm-free glycerine, COSMOS and ORGANIC glycerine

Oilseed rape-based glycerine sourced in Europe

## D. OUR CERTIFICATIONS

### AMI INGREDIENTS COMMITMENTS :



#### QUALITY CERTIFICATION

Certified since 1999



#### GOOD MANUFACTURING PRACTICES

A voluntary commitment has been made so that our customers and manufacturers enjoy a seamless relationship



#### COMMITMENT TO SUSTAINABLE CHEMISTRY

Voluntary commitment since 2011



#### CORPORATE SOCIAL RESPONSIBILITY

A voluntary commitment based on conviction and assessed since 2015



#### SUSTAINABLE PALM OIL CERTIFICATION

Certified site since 2016



#### KOSHER CERTIFICATION

Certified site since 2019



#### ORGANIC PRODUCTS

Certified since 2019



# OUR COMMITMENTS

Development areas have been defined for the roll-out of our main strategic approaches outlined in the company policy: Each of these areas is subject to a specific action plan, which is monitored and then feedback is given on it every month at the management meeting.

## COMMUNICATION WITH OUR STAFF

These areas for development and their stakes are explained by the management team and staff representatives. Based on our concern for transparency and for the benefit of our external partners, we outline the main actions taken and implemented.

## A. PARTNER PORTFOLIO OPTIMISATION

### PAST PARTNERSHIP CONSOLIDATION

- Exclusive and long-term partners are prioritised and partnerships are made formal through secure contracts between the two parties.
- Our partners' expectations are taken into account in our investment and recruitment policy.
- Regular contact with different levels of management enables us to consolidate and validate our initiatives as well as our position within the plan of our principals.
- Projects are conducted with a focus on areas of mutual interest: development of new technologies and organisation of events for clients.

### COMPLEMENTARY PARTNERSHIP DEVELOPMENTS LINKED TO THE EXPECTATIONS OF THE MARKET IN TERMS OF NATURAL ORIGINS:



Winner of the 2019 Innovation Prize in the Intermediate Foodstuff Category with the ingredient MELTEC®

- Development of new products and sectors in our oleochemistry business: organic glycerine, Kosher certification, e-cigarette market.

## B. DEVELOPMENT AND PROMOTION OF OUR RANGE OF SERVICES

### INNOVATION / DÉVELOPPEMENT

- Measurement of the natural origin of the ingredients and formulas developed in the lab.
- Development of the relationships with our principals' application laboratories.
- Development of partnerships with local universities in the areas of cosmetics and food.
- The "Emulsions Without Emulsifiers" project was selected as part of the Cosmetosciences call to tenders in order to fund a six-month internship.

### MARKETING / COMMUNICATION

- Consolidation of our "exhibitions" arrangement: CFIA, COSMET'AGORA, In-Cosmetics, U'Cosmetics, COSMEBIO Ingredients Meetings,...
- Continuous extension of our presence on social networks + social network logos.
- Themed Beauty Boxes.
- Reworking of our internal communication (AMI News).
- Webinars.
- Organisation of a client event on the topic of "Clean is the New Green", showcasing our natural ingredients.

### DIGITAL SERVICES

- EDM (Electronic Document Management) roll-out.
- GDPR (General Data Protection Regulation) implementation.

### STORAGE/PACKAGING

- New building project to alleviate the saturation of our current building but also support AMI's continued growth.

WE GAVE THE FLOOR TO OUR STAFF...  
WHAT IS CSR FOR YOU?  
HOW DO YOU INTEGRATE IT AT AMI INGREDIENTS ON A DAILY BASIS?

Isiss SLILAM - *Technical sales - BASF Colors & Effects product manager*

« In my opinion, CSR is a continuous improvement process with a leitmotif: making our daily life more pleasant. This is, in turn, not only applicable to an individual in a physical and moral sense, but also to everything that surrounds us, to our way of working to limit our environmental footprint and ideally aim for a positive impact. It's also supporting projects that make sense for us, for the company and for society as a whole. In summary, it's enquiring, calling into question and doing your bit no matter how big or small. I integrate CSR on a daily basis by designing automated processes via full of little actions, which, when put together, help us to move forward, for example, encouraging a reduction in handling and in the impact of transport by offering full-pallet rates. Right now, I'm doing research into my next company car, and besides the financial and practical aspects, the environment is a crucial area, so I'm paying particular attention to the amount of CO2 released per km. That said, it's a real conundrum! »



Fabien CAILLAUD - *Purchasing Assistant*

« For me, CSR is a set of good practices for sustainable development within a company. It's a way of becoming aware of the topic and practising it on a personal level. In my day-to-day at AMI, corporate social responsibility involves several steps: using reusable mugs for coffee, sending internal mail without advertising banners, travelling to work by scooter (when the weather is nice ) and avoiding printing too much paper. »



## C. OPERATIONAL EXCELLENCE

### OVERALL CORPORATE GOVERNANCE

- Working groups have been set up to ensure that each employee is involved in the transformation of the company and its commitment to CSR.
- Performance indicators are specified for each operational process.
- The annual end-of-year review evaluates the skills of each member of staff and assesses their attitude towards the company's values.

### HUMAN RESOURCES

- Team or individual coaching based on needs.
- Participation in the HR Academy programme along with the CCI (Chamber of Commerce and Industry).
- Intern and work experience student recruitment.

### SUPPLY CHAIN

- Reflection on the future organisation of Supply Chain Management.
- Monitoring and optimisation of turnover per product and order speed by our partner BTC.
- Involvement of the product managers and buying managers in the Supply Chain optimisation.

## D. LONG-TERM ALIGNMENT WITH THE COMPANY'S VALUES

### OPTIMAL RESOURCE MANAGEMENT

- Partnership with carriers that have policies to control their CO2 emissions.
- Gradually changing our car fleet over to petrol and/or hybrid vehicles.
- Solar panels on our next building.

### STRUCTURE AND MODEL SUSTAINABILITY

- Long-term agreements with our partner producers.
- A group of 6 managers became shareholders in the holding AMINOV.
- Roll-out of a specific gradual capital transfer programme.
- Roll-out of a managerial transition plan.

WE GAVE THE FLOOR TO OUR STAFF...

WHAT IS CSR FOR YOU?

HOW DO YOU INTEGRATE IT AT AMI INGREDIENTS ON A DAILY BASIS?

Galane MORISSE - Accountant and HR assistant



« For me, CSR is succeeding in reconciling the company's economic viability by identifying the risks it may encounter and, therefore, controlling them better, guaranteeing good working conditions for both the staff and for the various stakeholders, and, of course, managing its resources well in order to measure its environmental footprint (combating climate change). Certain steps are easier to take such as minimum use of heating/air conditioning, turning off lights and plugs, sorting waste and reducing it, keeping mail to a minimum, paper management—although sometimes that's a little complicated in the field of HR—and carpooling when possible. Reducing our IT impact whenever we are living in an era of new technologies and keeping plants alive in our offices is more complicated... »



# 03

## Listening to our STAKEHOLDERS

### A. OUR CLIENTS

Rather than rates, clients are now increasingly more concerned about quality, technical support, innovation and respect for environmental criteria. The service we provide differentiates us from our competitors.



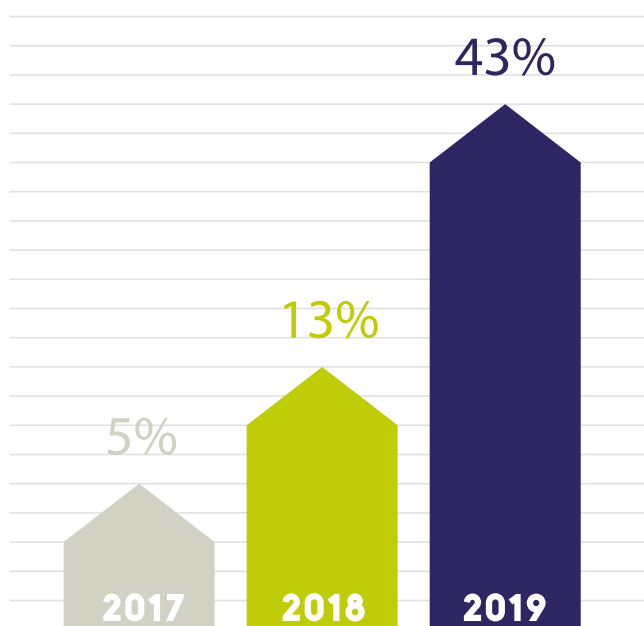
### ACTIONS ALREADY UNDERTAKEN

- Transparency and reliable communication when it comes to information regarding orders.
- Optimised packaging and adaptation based on our clients' needs.
- Client segmentation is carried out, so that support services' actions can be prioritised.
- Development of our applications laboratories.
- Technical documentation is provided on our web-based interface.
- Picking system awareness.
- Organisation of events for clients.
- Communication with our clients via our AMISCOPE newsletter, LinkedIn, website and Instagram.
- "Green" packaging promotion (kraft drums).
- Promotion of natural and clean label ingredients and new consumption patterns.

### > RAW MATERIALS

# 56%

OF OUR SALES VOLUME  
IS COSMOS-CERTIFIED



% RSPO CERTIFIED VOLUMES SOLD

As part of our partnership with BASF, the switch to RSPO grades has helped us save 1,595T of CO<sub>2</sub> (between July 2018 and July 2019).



1,595 TONNES OF CO<sub>2</sub> «SAVED»

IS



45,571 TREES PLANTED

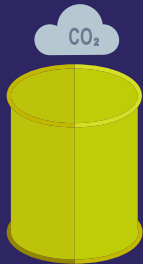
1 tree stores approx. 35 kg CO<sub>2</sub>/year

> BUYING PACKAGING

AMI Ingrédients favours high-performance and environmentally-friendly packaging such as Kraft drums, made from natural or recycled fibres. Sourced from cardboard, a fibre drum recycles the forest's natural and renewable resources and is completely recyclable.

PER ONE TONNE OF PRODUCTION :

1 060 kg of CO<sub>2</sub>



Kraft

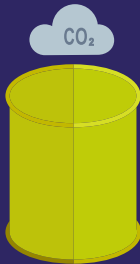
2 045 kg of CO<sub>2</sub>



Metal drum

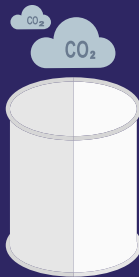
FOR THE TRANSPORT OF ONE 220L DRUM :

9 kg of CO<sub>2</sub>



Kraft

31 kg of CO<sub>2</sub>



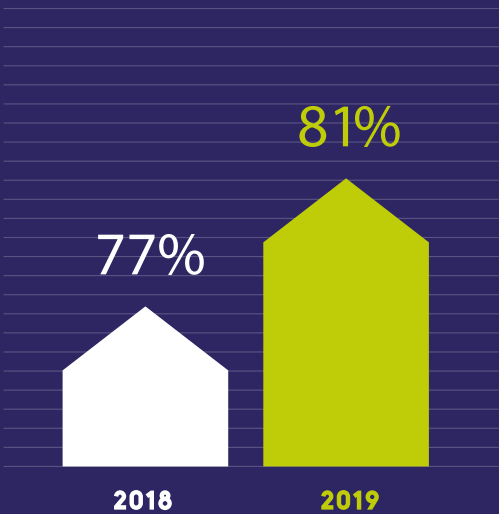
Metal drum

43% OF OUR DRUMS USED WERE KRAFT

5 YEAR GOAL

INCREASE THE USE OF KRAFT DRUMS BY 15%

% OF ORDERS DELIVERED ON THE REQUESTED DATE



DELIVERIES

- 3.6 TONNES on average per consignment
- Delivery optimisation: more than 4 deliveries in one month for less than 9 clients
- 100% of deliveries are carried out by hauliers committed to CSR

CARBON FOOTPRINT

1.9T EQUIVALENT OF CO<sub>2</sub> GENERATED PER TONNE OF RAW MATERIALS SOLD.

## B. OUR PRINCIPALS

Principals seek a long-term partnership that brings them regular and significant growth, reduced complexity, distributor's growing independence and plenty of transparency.



### ACTIONS ALREADY UNDERTAKEN

- A number of investments and actions taken with regard to operational complementarity and reduction of their complexity (storage, packing and sampling).
- Reporting our sales forecasts and budgets to our supplier partners.
- Regrouping of orders and purchases per full pallet.
- Good financial health, so suppliers can be paid.

8%

OF BASF PRODUCTS ARE PURCHASED  
MORE THAN ONCE PER MONTH

55%

OF BASF PRODUCTS WERE PURCHASED BY  
FULL PALLET IN 2019

### COSMETICS



### FOOD



Do not hesitate to ask us for the CSR report of our principals

## C. OUR PARTNERS AND INVESTORS

Partners & investors want to see a return on their investment and the risk they've taken. This requires company development and securitisation, transparency and smooth operation.



### ACTIONS ALREADY UNDERTAKEN

- Monthly activity reports and quarterly financial reports.
- Quarterly strategic committee meeting of partners.
- Corporate governance that prioritises collegiality and unanimous agreement when it comes to important decisions.
- Model sustainability diagram and managerial and capital transition diagram.



#### TURNOVER

2018 : 35.2 M€  
2019 : 38.2 M€



#### TURNOVER GENERATED BY NEW PRODUCT LISTINGS

2018 : 7.5 %  
2019 : 10.28 %

## D. OUR STAFF

In addition to their essential needs (a satisfactory salary, good working conditions and job security), our staff are increasingly seeking professional growth opportunities involving autonomy, taking initiative, teamwork, transparency, etc.



### ACTIONS ALREADY UNDERTAKEN

- Secure employment.
- Help staff to develop their skills.
- Job posts are first advertised internally before proceeding to external recruitment.
- Regular meetings take place between staff representatives and management.
- Annual individual staff reviews.
- Training plans/mentoring linked to the needs identified during the individual end-of-year interviews.
- Improvement of working conditions.
- Health and life insurance schemes for all employees.
- Corporate savings plan and collective pension fund for all employees.
- End-of-year gifts.
- VIP seats at Tours Volley-Ball for all staff.
- Creation of CSR working group.
- Gift vouchers for cultural venues handed out to employees based on the year's profits.

### IN 2019 ...

92%

OF EMPLOYEES HAVE  
PERMANENT CONTRACTS

10.5%

OF STAFF ARE RECOGNISED  
AS DISABLED WORKERS

2.99%

RATE  
OF ABSENTEEISM

1

WORK-RELATED ACCIDENT  
WITH SICK LEAVE

10%

HAVE GAINED THEIR WORK-  
PLACE FIRST AID CERTIFICATE

70%

OF TRAINING APPROVED UNDER THE  
TRAINING PLAN WAS UNDERTAKEN IN



## > WORKPLACE HEALTH AND SAFETY



## > ACCIDENTS/FIRST AID ADMINISTRATIONS



## > PREVENTION PROVIDED BY GROUND SUPPORT



## E. OUR FINANCIAL PARTNERS

Evidently our financial partners/banking advisers require us to meet our financial commitments, but they also want to stay with us as we grow.



### ACTIONS ALREADY UNDERTAKEN

- Consolidation of business operations to fulfil our commitments to the banks.
- Regular and transparent communication of our income and our projects.

### 2019 INDICATORS



QUARTERLY TRACKING OF OUR FINANCIAL  
PERFORMANCE AND BANK COVENANT



BIENNIAL BANKING  
POOL MEETING

## F. OUR ADMINISTRATIVE BODIES

The authorities require regulations to be strictly adhered to and that our practices are transparent.



### ACTIONS ALREADY UNDERTAKEN

- Implementation of a regulatory watch (employment rights, environmental rights, social security payments, taxes, etc.) and raw materials watch.



NON-CONFORMITIES  
DURING CHECKS  
IN 2019



# 04

## OUR SETTING

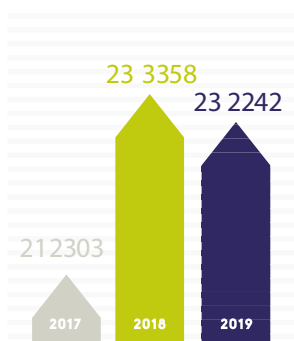


### ACTIONS ALREADY UNDERTAKEN

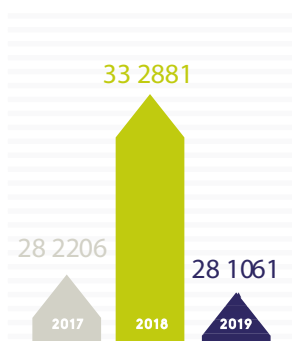
- Workforce diversity with associations providing integration employment, local development support agencies (consultation for local projects) and associations helping the disabled, etc.
- Local partners used in order to reduce transport and promote the creation of local employment.
- A measurement of our carbon footprint was taken by carrying out carbon accounting in 2011 and outlining an action plan.
- Selection and assessment of our hauliers based on long-lasting partnership criteria and social actions.
- Involvement with the local authority through participation in land development committees.
- Welcoming high school students to discover the world of business.
- Sponsorship for local cultural events and local sports clubs.
- Interns recruited from local schools as a priority.
- € 9,200 allocated to patronage in 2019.

### A. OUR ENERGY CONSUMPTION

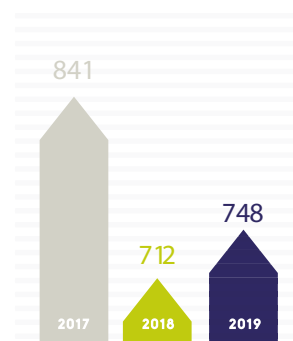
ELECTRICITY (kWh)



GAS (kWh)



WATER (m³)



#### 5 YEAR GOAL

Reduce our electrical consumption by 10%

#### 5 YEAR GOAL

Eliminate our gas consumption

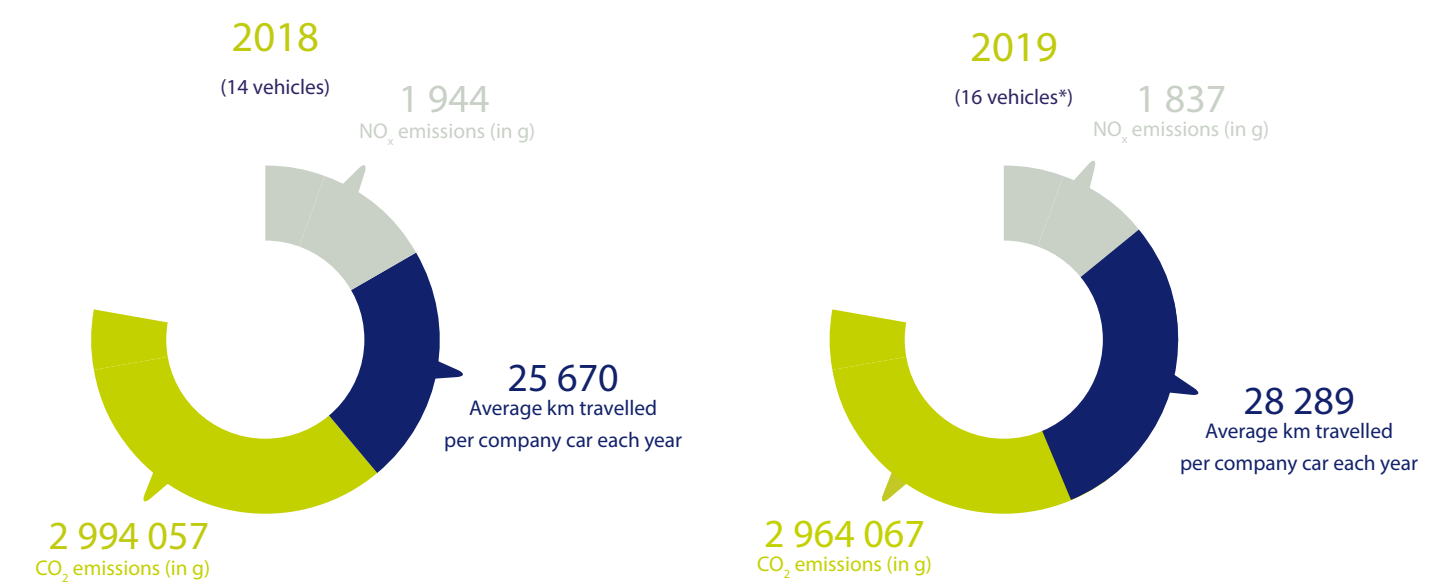
#### 5 YEAR GOAL

In light of our activities, maintain our current consumption

How ?

Install solar panels!

B. OUR EMISSIONS



\*4 electric vehicles, 1 diesel vehicle, 11 petrol vehicles

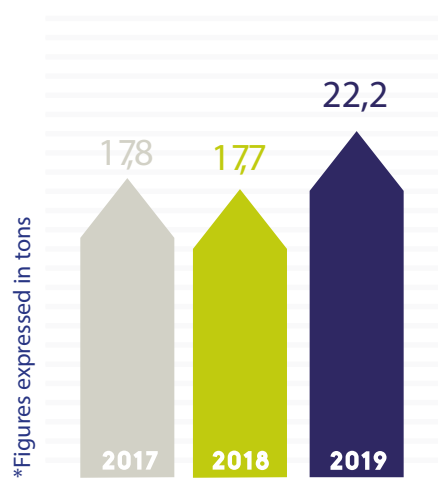
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Around 20% of our employees opt for carpooling, a bike or even a scooter to get to work.



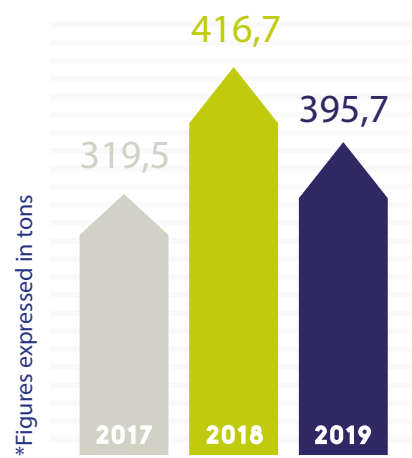
C. OUR WASTE

>> HAZARDOUS WASTE



HAZARDOUS WASTE\*

These are purges (carried out before our GMP packaging takes place) and non-compliant raw materials (damaged packaging, outdated shelf life dates...)

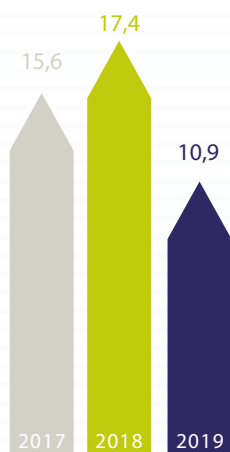


RINSING WATER\*

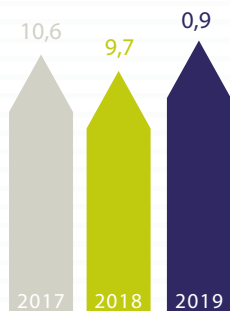
From our Clean-in-Place (CIP) system installed for our GMP packaging box

## >> NON-HAZARDOUS WASTE

\*Figures expressed in tons

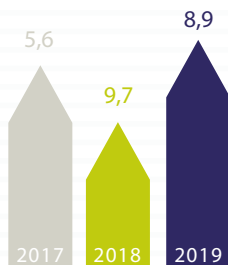


MIXED WASTE



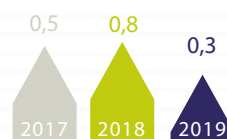
CARDBOARD

Packing boxes (we try to reuse them as much as possible)



METAL SCRAP

Empty drums as a result of repackaging into smaller packages



OFFICE PAPER



PLASTIC

The stretch film used for pallets

43%

AVERAGE ENERGY RECOVERY  
2017-2019

57%

AVERAGE MATERIAL RECOVERY  
2017-2019

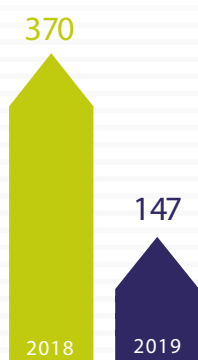
5 YEAR GOAL

Increase material recovery  
by 10%

HOW ?

Optimise  
the recovery of our  
Kraft drums!

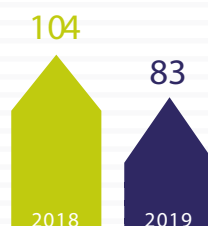
\* Figures expressed in number  
upgraded pallets



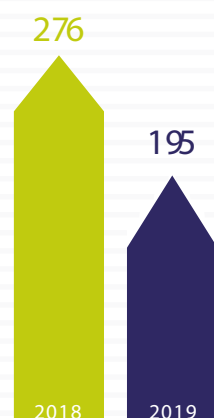
WOOD PALLETS\*

Number of reused pallets

\* Figures expressed in num  
bercask and number of IBS



IBS



DRUMS

PLASTIC PACKAGING\*

i

Our non-hazardous waste also includes "wood" waste. These are our broken pallets. We use a service provider who collects this wood to reuse it in the construction of new pallets !

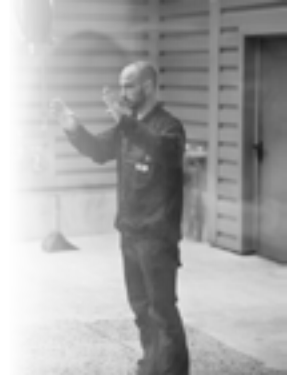
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100% of our packaging is recovered.  
This decrease in 2019 is linked  
to the product mix.

WE GAVE THE FLOOR TO OUR STAFF...  
WHAT IS CSR FOR YOU?  
HOW DO YOU INTEGRATE IT AT AMI INGREDIENTS ON A DAILY BASIS?

Jonathan APREMONT - Warehouse clerk and packaging agent

« For me, CSR is a set of actions that contribute to the reduction of our environmental impact such as proper management of toxic waste and grouping of orders. On the other hand, CSR helps to promote the local economy. My daily eco-gesture is riding my bike to work and sorting my waste. »



## D. BIODIVERSITY AT AMI

At AMI, we're concerned about our environmental footprint. Today, 80% of plant species exist because of pollination by bees that play a major role in the conservation of biodiversity. It's only natural that the vast majority of AMI employees voted in favour of the installation of beehives on our premises.

Since last September, we've had 3 ECOBEE beehives lovingly installed in our green spaces.



# KEY MOMENTS 2019

## - THE WORKING GROUP COMMITTED TO CSR

In 2019, AMI set up a working group committed to CSR, made up of 12 volunteers. The idea was to combine diverse skills and energies to reflect, exchange and share opinions on CSR. It creates real cohesion between the team and benefits the well-being of our employees

## - ENVIRONMENTAL CREATIVITY WEEK

The aim of this week was to persuade our employees, in a leisurely way, to seek out alternatives and/or solutions to environmental problems by using a suggestion box, a CSR map... It provided the opportunity for numerous exchanges on this topic!

Awareness was raised through a number of challenges:

### « Limiting internal mail and attachments »

### « I do carpooling or I use a green mode of transport » :

Rate of participation around 90%.

Number of kilometres saved is around 800km in one day!

### « Zero plastic waste » :

Out of 90 coffees served, we counted 5 disposable cups used.

### « Zero packaging waste » :

70% of our employees prepared a meal that generated zero waste!

## - CFIA INNOVATION PRIZE FOR MELTEC

At the CFIA in Rennes, AMI won the innovation prize in the Ingredients & PAI category for Meltec®, Texturing Agent recommended to replace conventional sugar syrups.

## - AMI'DAYS « CLEAN IS THE NEW GREEN »

In 2019, our client event had the theme of naturalness with the promotion of different eco-responsible beauty concepts.

## - AMI COMPANY RELAXATION DAY IN LOCHES

On 27 September 2019, we all got together for a day of discovery and gourmet food in Loches. After a sensory walk retracing the history of the city, we enjoyed a good lunch at L'Entracte before going to Confiserie Allard where we learned how to make lollipops and other hard candies.



# 06

## AND FOR 2020 ?

- FIRST HONEY HARVESTING FROM OUR BEEHIVES
- A COMMUNAL VEGETABLE GARDEN
- FRUIT AND VEGETABLE GROUP PURCHASE INITIATIVE
- A COMMUNAL LIBRARY
- INCREASED NUMBER OF PLANTS ON OUR SITE
- SELECTIVE WASTE SORTING
- CONSTRUCTION OF A NEW ENVIRONMENTALLY FRIENDLY BUILDING
- EDM (ELECTRONIC DOCUMENT MANAGEMENT) IMPLEMENTATION



# 2020

This report is drawn up based on the G4 guidelines of the GRI for the points listed below :

| CODE  | DESCRIPTION  | PAGE         |
|-------|--|--------------|
| G4-1  | Provide a statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and the organisations strategy for addressing sustainability.  | 2, 6         |
| G4-2  | Provide a description of key impacts, risks & opportunities.   | 6            |
| G4-3  | Report the name of the organisation.   | 2, 4, 6      |
| G4-4  | Report the primary brands, products & services.  | 6            |
| G4-5  | Report the location of the organisations HQ.   | 6            |
| G4-7  | Report the nature of ownership and legal form.   | 6, 13        |
| G4-8  | Report the markets served (including geographic breakdown, sectors served and types of customers and beneficiaries).   | 6            |
| G4-9  | Report the scale of the organisation (including Total number of employees, Total number of operations, Net sales, Quantity of products or services provided).  | 11-16        |
| G4-10 | Report the total number of permanent employees by employment type and gender.<br>Report the total workforce by region and gender.  | 14-15        |
| G4-12 | Describe the organisations supply chain.   | 6, 8, 10     |
| G4-14 | Report whether and how the precautionary approach or principle is addressed by the organisation.   | 6            |
| G4-15 | List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.   | 7            |
| G4-24 | Provide a list of stakeholder groups engaged by the organisation.  | 11-16        |
| G4-27 | Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.   | 11-16        |
| G4-28 | Reporting period for information provided.   | 1            |
| G4-29 | Date of the most recent previous report.   | Rapport 2018 |
| G4-31 | Provide the contact point for questions regarding the report or its contents.  | 24           |
| G4-34 | Report the governance structure of the organisation, including committees of the highest governance body.<br>Identify any committees responsible for decision making on economic, environmental and social impacts.  | 6            |
| G4-42 | Report the highest governance body's and senior executives roles in the development, approval, and updating of organisations purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social impacts.   | 8, 10        |
| G4-45 | a) Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks and opportunities.<br>b) Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks and opportunities. | 11-16        |
| G4-56 | Describe the organisation's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.  | 6            |
| EN15  | Report gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.  | 11, 12, 18   |
| EN23  | Report the total weight of hazardous and non-hazardous waste, by the following disposal methods :<br>Recycling , Landfill  | 18-19        |
| LA6   | Report types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers).   | 14-15        |
| LA9   | Report the average hours of training that the organisation's employees have undertaken during the reporting period, by : Gender, Employee category.  | 14-15        |



Corporate social responsibility  
ECOCERT - 2019 mark : 77%



# CSR REPORT

## 2019

#CSR\_AMI

#COMMITMENT

#RESPONSIBILITY

#NATURALNESS

#ETHICS

#EXEMPLARITY

#RESPECT

#TEAMWORK



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